



*The Internal Services Department
Invites Resumes For*

**GENERAL MANAGER – INFORMATION TECHNOLOGY
SERVICE**

(Administrative Manager XVII, ISD - Unclassified)

Restricted to Permanent Employees of the County of Los Angeles



Annual Salary:

***\$145, 740-\$220,589
(MAPP RANGE S17)***

FILING PERIOD

April 22, 2014 – May 22, 2014

Position Overview

The General Manager, Information Technology Service (ITS) reports directly to the Director of the Internal Services Department (ISD) and has executive responsibility for overall administration and operation of the Information Technology Service of the Internal Services Department including planning, developing, organizing, directing and administering information technology services and programs through subordinate managers.

Examples of Duties

Directs, through Branch and subordinate managers, the activities of the Customer Applications Branch (CAB), Computing Services Branch (CSB), Telecommunications Branch (TB), Information Technology Shared Services (ITSS) and Planning and Administration (PLAD).

Directs the daily operation of ITS, including analyzing workflow, establishing priorities, developing standards and setting deadlines.

Directs the execution of department policies and procedures.

Develops, implements and evaluates the Information Technology Strategic Plan to support the County's Strategic Plan goals of Service Excellence, Workforce Excellence, Organizational Effectiveness, Fiscal Responsibility and programmatic goals, such as Children and Families Well Being, Community Services, Health-Mental Health, Public Safety and Operations.

Advises and consults with users, management, vendors and technicians on application, computing and telecommunications system requirements.

Develops computer information resources for data security and disaster recovery.

Evaluates the organization's technology use and needs and recommends improvements, such as hardware and software upgrades.

Directs, assigns, reviews, and evaluates the work of Branch Managers, IT Budget Manager and Departmental Information Security Officer.

Controls operational budget and expenditures, develops financial models to improve financial performance of ITS and oversees preparation of the ITS budget.

Establishes and maintains effective working relationships with Board offices, other County departments and governmental agencies.

The Ideal Candidate

The ideal candidate will be someone with proven leadership skills and experience working in a complex, multifaceted and dynamic environment. This individual must demonstrate innovation, integrity and accountability and practice ethical management and sound decision making skills. He or she must have (demonstrate) the

ability to influence, motivate, and challenge people (their workforce) to implement strategies, achieve objectives and demonstrate core values.

Qualifying Experience

Two years' recent experience as an Administrative Manager XVI, ISD (UC) responsible for managing one of the following branches: Customer Applications, Computing Services, Shared Services or Telecommunications – OR - Five years' recent experience managing an Information Technology Branch/Bureau* with specific responsibility for planning and directing the organization's business development, services and products.

**Branch/Bureau is defined as an organizational entity that has responsibility for a major portion of a department's mission and is comprised of one or more divisions whose Branch/Bureau reports directly to the Director or Chief Deputy of a department.*

LICENSE

A valid California Class C driver license or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

DESIRABLE QUALIFICATIONS

Extensive experience managing, planning, developing, organizing, directing and administering information technology services within a large and complex Information Technology organization.

Demonstrated knowledge of business management principles involved in strategic planning, resource allocation, coordination of personnel and fiscal resources and leadership technique.

Demonstrated and thorough knowledge of current information technology solutions, management and organization principles, as well as budget and personnel administration.

Demonstrated ability to effectively direct a diverse workforce and to work collaboratively and cooperatively with related agencies and personnel.

Demonstrated ability to effectively interact with public officials, executive management, professional/technical personnel and the general public.

Strong customer service and interpersonal skills.

Outstanding verbal and written communication skills.

SELECTION PROCESS

Each candidate's background will be evaluated on the basis of information submitted at the time of application to determine the level and scope of the candidate's preparation for this position. The resume should include any additional information which the candidate wishes to be considered. Only the most qualified candidates will be invited to participate in the interview process.

The names of the most highly qualified candidates will be submitted to the Director, Internal Services Department for final selection.

NOTE: *A background investigation will be completed on the candidate selected for this position.*

To Be Considered

Highly qualified candidates are invited to submit a statement of interest and a comprehensive resume detailing their demonstrated experience and career accomplishments relevant to this position. Submission should include all of the following:

- Candidate's ability to meet the requirements as stated in the Ideal Candidate, Qualifying Experience, License and Desirable Qualifications sections of this recruitment announcement.
- For organizations and programs managed, the name of each employer, job title, size of organization's budget, number and composition of personnel supervised, scope of management responsibilities, functions managed, dates of employment, and current salary.
- Please submit a resume, cover letter, record of accomplishments, verification of degrees, and current salary information by **no later than Thursday, May 22, 2014, 5:30pm, via email** to:

Martha Cervantes
Internal Services Department
Human Resources Division
(323) 881-4651
Martha.Cervantes@isd.lacounty.gov

Please indicate the position title of **General Manager, Information Technology Service, ISD** in the subject line of your email.

This announcement may be downloaded from the County of Los Angeles of Los Angeles Department of Human Resources' website at <http://hr.lacounty.gov>

Date Posted: April 22, 2014



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IS AN ACTIVE EQUAL OPPORTUNITY EMPLOYER
